

## NEW MEDICAID SCREENS & APPROVALS

### (Agencies & Therapists)

January 2025

### Questions & Answers

#### CLAIMS/EnterClaims Users:

**Agency Personnel:** Specific questions on how to enter the Setting and Location information into CLAIMS/EnterClaims should be directed to the agency's McGuinness Client Relationship Manager (CRM) for guidance.

**Service Providers:** The agency's service providers should reach out to their agency personnel for guidance.

<b>Q</b>	Can you confirm that Counseling Services are not Medicaid billable when provided by a school counselor?
<b>A</b>	You are correct. In order to be Medicaid reimbursable, the service listed in the IEP must be Psychological Counseling. The service would need to be provided or supervised by either a LCSW or a licensed psychologist. School counselors are not licensed.
<b>Q</b>	Can enrollment defaults (for session notes) be entered by a billing admin?
<b>A</b>	No. Therapists must create their own defaults.
<b>Q</b>	Our outside system has a field called Location Type instead of Setting. Will that carry over when we upload from our system?
<b>A</b>	Not being familiar with your software, I cannot answer that question. You will know if it works when you upload your billing file into the Portal. If the service setting does not meet Medicaid requirements, the agency will receive a billing error.
<b>Q</b>	Should the session be marked as Medicaid ineligible if a child receives a make-up session that causes an increase in their approved service mandate?
<b>A</b>	No. The Portal software will bill the weekly sessions appropriately (for Medicaid purposes).
<b>Q</b>	My Location field shows previous locations. Starting 2/1/25 will there be more options included?
<b>A</b>	If you set up default settings for each enrollment on your caseload, you will be able to enter <u>one default</u> for the <b>setting and location</b> , you will be able to enter <u>multiple entries</u> for the <b>CPT and ICD Codes</b> . Any location entry that you have used previously for that enrollment will also show up when you click into the location field. If the location that you need is not listed, you will need to type it into the location field.

<b>Q</b>	With the new Service Location Approval process, will the <i>location</i> delineated on the IEP need to be updated?
<b>A</b>	No. Based on the CPSE meeting outcome, the Committee Chairperson determines the generic setting for the service. Please do not request that IEPs be amended. You can email <a href="mailto:Medicaid@cpseportal.com">Medicaid@cpseportal.com</a> if you need guidance on how to enter the Setting & Location on the Session Note.
<b>Q</b>	Sometimes IEPs have “Flexible Setting” delineated on the IEP. Is that acceptable?
<b>A</b>	Yes, <i>Flexible Setting</i> is one of the approved Settings that you can use. The specific location should be defined in the Location field so it is clear “where” the service was provided.
<b>Q</b>	Do therapists need to add the provider sites?
<b>A</b>	No. The agency will enter all of their provider sites.
<b>Q</b>	Can a field be added to the <b>Submitted Session Listing Report</b> for <b>Does not meet Medicaid requirements</b> so we can see if that box was checked?
<b>A</b>	There is a report on the <b>Reports Menu: Attendances Not Meeting Medicaid Requirements</b> where you can see if that designation was used. The report shows the <i>Child, Child Number, ESID #, Enrollment Type, Related Service Code, DOS Time-In and Out, Service Provider, Voucher Number and Submitted Date</i> .
<b>Q</b>	If <i>Home</i> is the setting, what needs to be entered into the location field?
<b>A</b>	The address for the child.
<b>Q</b>	An IEP <i>setting</i> for a facility may have a setting that says <b>facility</b> and another IEP can indicate <b>therapy room</b> ? Do we need to be more specific?
<b>A</b>	During the webinar a list of approved settings was shown. Any of the approved settings can be used in the Setting Field on the Session Note. The location field must be used to define exactly “where” that service was provided. Example: <b>Setting: Preschool / Location: ABC School, 123 Main St., Albany, NY.</b>
<b>Q</b>	Regarding the, “ <b>Does Not Meet Medicaid Requirements</b> ” designation... Would sessions provided prior to first face-to-face date for a supervision enrollment need to be marked as, “Does not meet Medicaid requirements.”
<b>A</b>	Yes. Medicaid should not be billed for any sessions prior to the initial observation meeting.
<b>Q</b>	Does the Setting need to match the location on the IEP?
<b>A</b>	Not necessarily. If the IEP indicates “Therapy Room” and there is no therapy room in the preschool, you can use “Preschool” for the setting.

<b>Q</b>	What needs to be entered for Teletherapy?
<b>A</b>	Practitioners should generally enter session notes the same as if they were providing services in school. For services delivered telephonically/via telehealth, the setting should be where ever the student is located when receiving the service (e.g., home). The session note must also indicate if the service was delivered telephonically or via telehealth. It is also suggested that the therapist enter their location into the Session Note description box.
<b>Q</b>	Will therapists need to change the location on all of their session notes back to the beginning of the school year.
<b>A</b>	No. You can make any appropriate changes to the <b>Setting and Location</b> for the current billing period as well as moving forward. Making these changes now prior to the edit being enabled will reduce the amount of billing issues for your agency.
<b>Q</b>	For the Missing CBRS Report... We are seeing missing CBRS for children during the months where a child did not have a prescription.
<b>A</b>	Those sessions should be marked as a missed session (due to not having a prescription).
<b>Q</b>	Does the Service Location Approval apply to all service types?
<b>A</b>	It applies to Medicaid service types (OT/PT/ST and Psychological Counseling).
<b>Q</b>	What service location needs to be entered for a child in a program?
<b>A</b>	Preschool can be entered for the Setting. The Name and Address of the school should be entered into the Location field.
<b>Q</b>	What school years need to be updated for missing CBRS?
<b>A</b>	2023-24 and 2024-25 through December 2024.
<b>Q</b>	How do providers with an outside system fix the notes that have an invalid signature?
<b>A</b>	The Session Note in your software would need to be corrected by the service provider to include a Medicaid-compliant signature. Any sessions signed with an invalid or unapproved signature will need to be un-signed and re-signed with the Medicaid-compliant signature.
<b>Q</b>	If the agency enters all of their provider sites, do enrollment defaults still need to be set up for each child?
<b>A</b>	The provider site entry is not related to the session note defaults. The provider site does not auto fill into the default setting. The location that the service provider enters into the location field (for the default setting) from the <b>Caseload Maintenance&gt;My Caseload Screen</b> is what populates into each session note.
<b>Q</b>	We were told by the county that the CBRS voucher is not required – only the CB voucher is required.
<b>A</b>	All full-Service Medicaid Counties require that the CBRS voucher be submitted to the county along with their CB voucher. Some counties are withholding the tuition payment until the CBRS voucher has been received.

<b>Q</b>	Per the CBRS missing enrollments - if a child cannot receive their service for a month how should that be entered so it is not recorded as Missing?
<b>A</b>	Enter the session as a missed session. If the child is in a program, the child should also be marked as absent if the child is not present.
<b>Q</b>	If the session is in the child's home, should the child's address indicate the home address?
<b>A</b>	Yes.
<b>Q</b>	From time to time a child is seen in another venue other than "Home" ( which is on their IEP). Should the address of the alternate venue be entered into the Location Field on the session note?
<b>A</b>	Yes. Service can be provided at alternate locations periodically; however, if the alternate location becomes permanent, SED requires that the IEP be amended with the new change of venue.
<b>Q</b>	Sometimes providers use the setting of Gym or Classroom; will that still be acceptable if a specific address is added to the location field?
<b>A</b>	Yes.
<b>Q</b>	Can a service provider see the setting on the screen that they use to enter session information?
<b>A</b>	Yes (if the service provider is using the Portal).
<b>Q</b>	We have been told to include the specific address of the location to account for <u>more than one daycare of the same name</u> , but your example with the <i>Butterfly Kisses Daycare</i> did not include the address, but was considered compliant.
<b>A</b>	Q&A # 164 states, "If there is only <b>one address associated with the name</b> , the name is <u>sufficient</u> ." The example with <i>Butterfly Kisses Daycare</i> was a location that had only <u>one address associated with the name</u> ; therefore, the address was not required. If <i>Butterfly Kisses Daycare</i> had more than one daycare with that same name (in different locations), the address would have been required to determine (specifically) "where" the service was delivered.
<b>Q</b>	If the IEP says "Facility/Office, can we enter Community as the setting.
<b>A</b>	You can use Community, but you could also use the Facility/Office designation. Both options will require specific information as to "where" the service is being provided (e.g., Name of facility and/or physical address).
<b>Q</b>	For Full Service Medicaid counties, will the Medicaid Team be monitoring this until the new process is in place?
<b>A</b>	The reason we conducted the webinar was to train providers to enter the correct information. If you need confirmation of what to enter, you can send an email to <a href="mailto:Medicaid@cpseportal.com">Medicaid@cpseportal.com</a> . When the edit is enabled, if the service location entries don't meet Medicaid requirements, your agency will receive a billing error. McGuinness will be approving or invalidating service locations moving forward.

<b>Q</b>	When the Service Location email was sent out, I began changing how I entered the service setting. What will happen to the previous notes that were not specific?
<b>A</b>	If they were vouchered and paid, they cannot be changed. You should begin entering the correct information as soon as possible so when the edit is enabled, your agency will not have billing issues.
<b>Q</b>	I am an independent speech pathologist. Does CBRS pertain to me?
<b>A</b>	No.
<b>Q</b>	Will an auditor flag an entry if the IEP says classroom and the therapist puts therapy room?
<b>A</b>	As long as the "approved" generic setting is specifically defined in the Location field, the entries will be Medicaid compliant. The webinar has a slide that shows all of the "Approved Settings" that can be used on Session Notes.
<b>Q</b>	What is the location for teletherapy?
<b>A</b>	The location where the child is during the therapy session. If at home, you would enter the child's home address in the Location Field.
<b>Q</b>	By un-signing and re-signing a session note to correct any of the information, the treatment log may appear to be signed non-contemporaneously. Doesn't this make the session non-compliant? How will this be addressed?
<b>A</b>	Please do not un-sign session notes that are outside of the contemporaneous period. You can correct any session notes within the current billing cycle and be cognizant of what needs to be entered moving forward. You can contact <a href="mailto:Medicaid@cpseportal.com">Medicaid@cpseportal.com</a> if you need guidance on how to enter the service location.
<b>Q</b>	I can just look on the IEP for setting? Correct?
<b>A</b>	Yes, but you will need to define the actual location of the service in the Location Field.
<b>Q</b>	When should we start filling in the updated setting/location information?
<b>A</b>	Immediately.
<b>Q</b>	
<b>A</b>	
<b>Q</b>	
<b>A</b>	
<b>Q</b>	
<b>A</b>	